FIG. 1

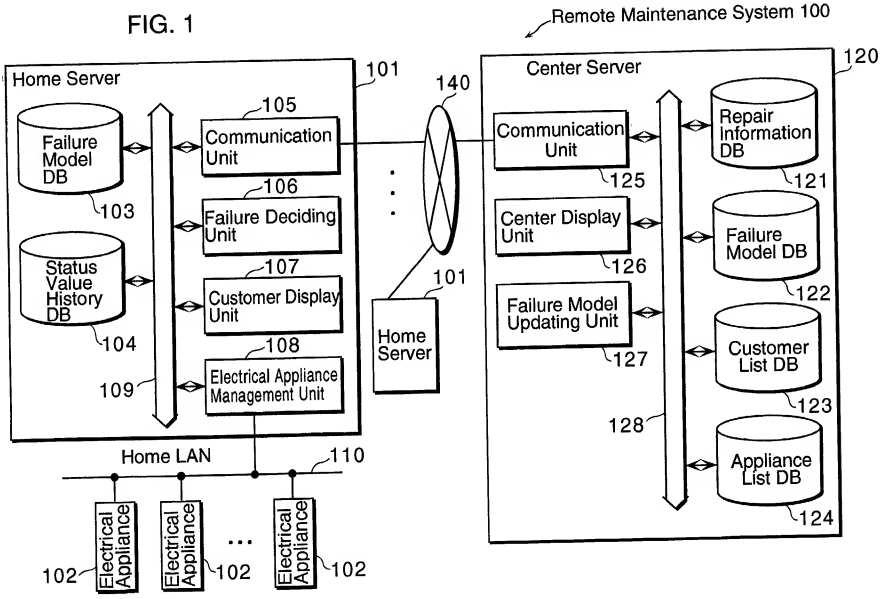

FIG. 2

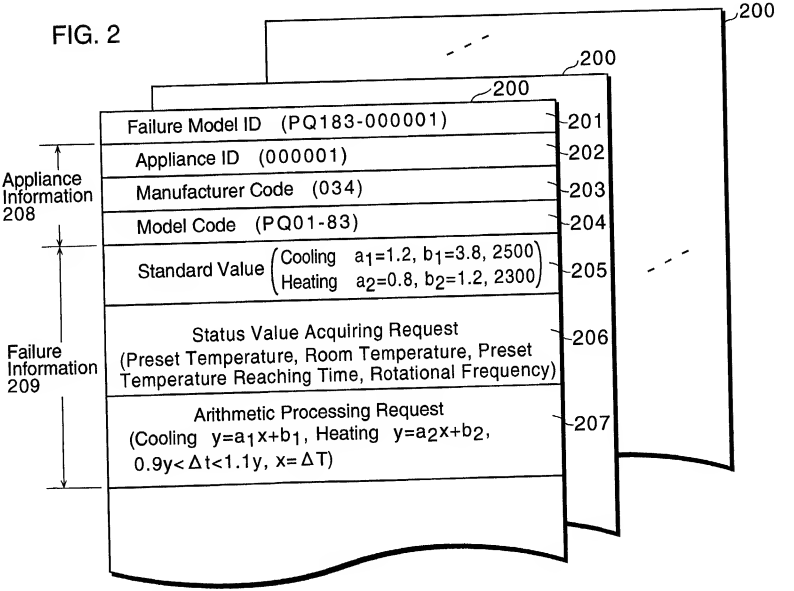

FIG. 3

300

301 Customer ID	302 Name	303 Postal Code	304 Address	305 Phone Number	306 Floor Plan
00078723	Katsue Isono	123 -4567	Kadomatsu-cho 1-1, Kadomatsu-shi	06(6378) 5678	00078723m1 00078723m2
00078724	Makio Isobe	234 -0056	Moriguchi-cho 2-22, Morita-shi	078(81) 1234	00078724m1

FIG. 4

400

201 Appliance ID	301 Customer ID	203 Manufacturer Code	204 Model Code	401 Connection Point
000001	00078723	0034	PQ01-83	1K01
000002	03990212	0034	TV03-05	1L16
000003	00078723	0034	PQ01-83	2L05

FIG. 5

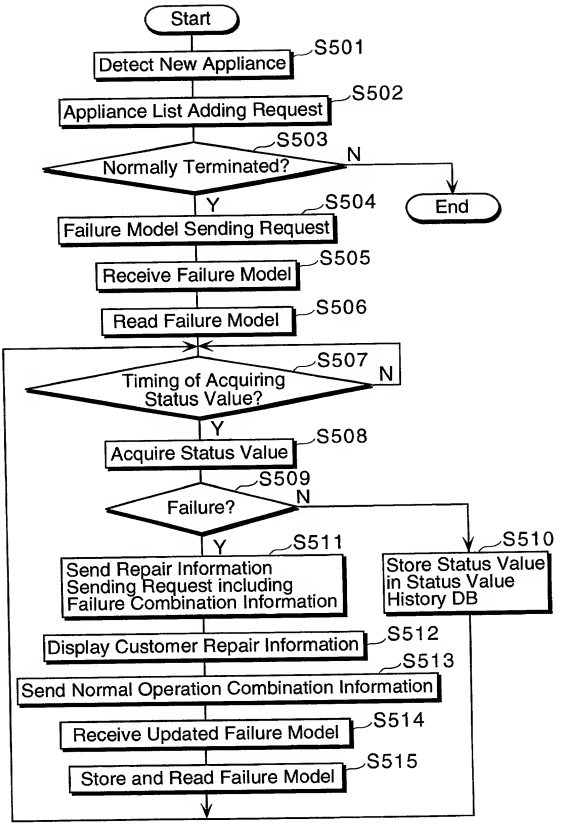
Start
Detect New Appliance
S501
Appliance List Adding Request
S502
Normally Terminated?
S503
N
End
Y
Failure Model Sending Request
S504
Receive Failure Model
S505
Read Failure Model
S506
Timing of Acquiring Status Value?
S507
N
Y
Acquire Status Value
S508
Failure?
S509
N
Y
Send Repair Information Sending Request including Failure Combination Information
S511
Store Status Value in Status Value History DB
S510
Display Customer Repair Information
S512
Send Normal Operation Combination Information
S513
Receive Updated Failure Model
S514
Store and Read Failure Model
S515

FIG. 6

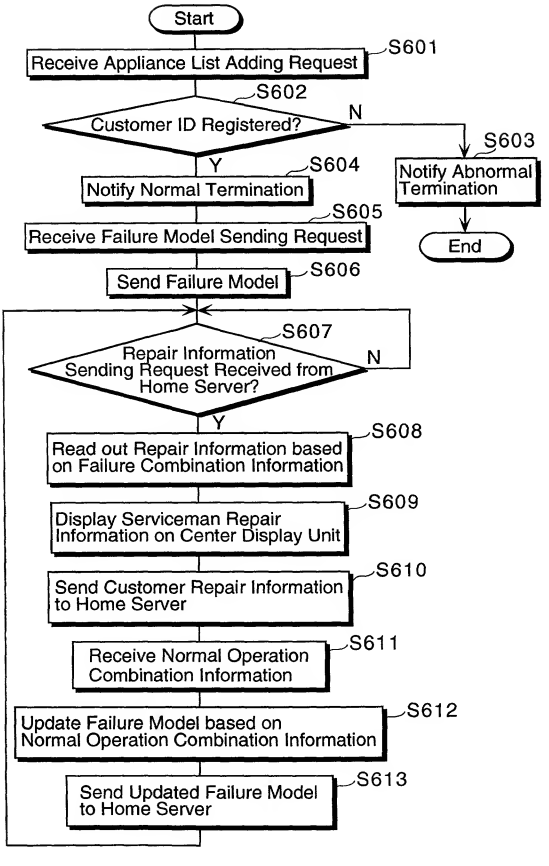
Start
Receive Appliance List Adding Request
S601
S602
Customer ID Registered?
N
Y
S603
Notify Abnormal Termination
End
S604
Notify Normal Termination
S605
Receive Failure Model Sending Request
S606
Send Failure Model
S607
Repair Information Sending Request Received from Home Server?
N
Y
S608
Read out Repair Information based on Failure Combination Information
S609
Display Serviceman Repair Information on Center Display Unit
S610
Send Customer Repair Information to Home Server
S611
Receive Normal Operation Combination Information
S612
Update Failure Model based on Normal Operation Combination Information
S613
Send Updated Failure Model to Home Server

FIG. 7

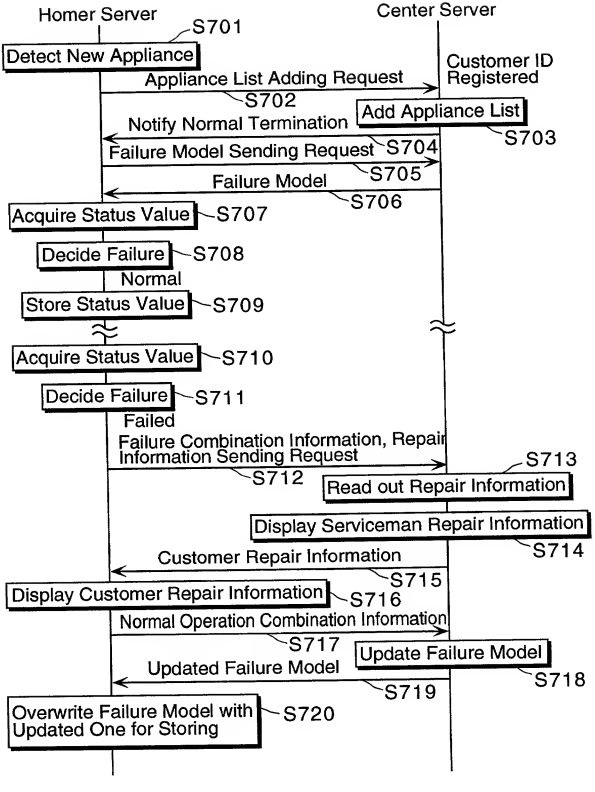
Homer Server
Center Server
S701
Detect New Appliance
Customer ID Registered
Appliance List Adding Request
S702
Add Appliance List
S703
Notify Normal Termination
Failure Model Sending Request
S704
Failure Model
S705
S706
Acquire Status Value
S707
Decide Failure
S708
Normal
Store Status Value
S709
Acquire Status Value
S710
Decide Failure
S711
Failed
Failure Combination Information, Repair Information Sending Request
S712
S713
Read out Repair Information
Display Serviceman Repair Information
S714
Customer Repair Information
S715
Display Customer Repair Information
S716
Normal Operation Combination Information
S717
Update Failure Model
S718
Updated Failure Model
S719
Overwrite Failure Model with Updated One for Storing
S720

FIG. 8

800

801 Operation Mode	802 Temperature Difference ΔT	803 Preset Temperature Reaching Time Δt	804 Compressor Rotational Frequency
Cooling	2.3	6.0	2000
Cooling	5.0	10.7	2210
Cooling	3.2	6.8	2033
Cooling	3.3	6.9	2008
Heating	3.5	3.7	2039
Heating	5.5	5.0	2157
Heating	3.0	3.5	2001
Heating	2.0	3.0	1899
Heating	2.2	3.0	1948
Heating	3.6	3.7	2030
Heating	4.8	4.5	2074
Heating	2.5	2.9	1975

FIG. 9

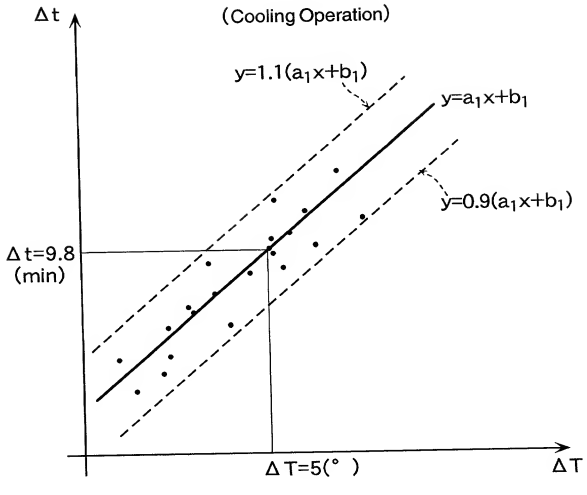
Δt
(Cooling Operation)
y=1.1(a1x+b1)
y=a1x+b1
y=0.9(a1x+b1)
Δt=9.8
(min)
ΔT=5(°)
ΔT

FIG. 10

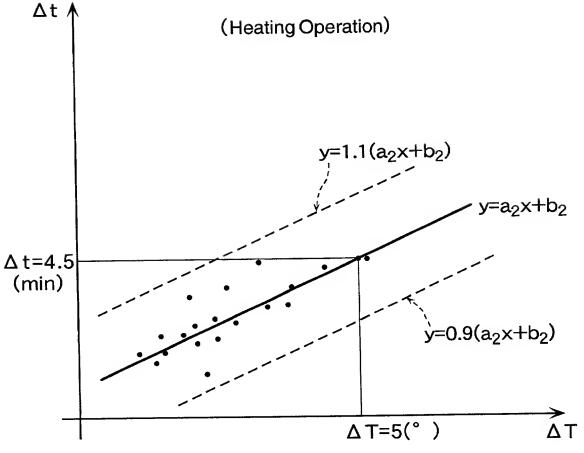
Δt
(Heating Operation)
y=1.1(a2x+b2)
y=a2x+b2
Δt=4.5
(min)
y=0.9(a2x+b2)
ΔT=5(°)
ΔT

FIG. 11A

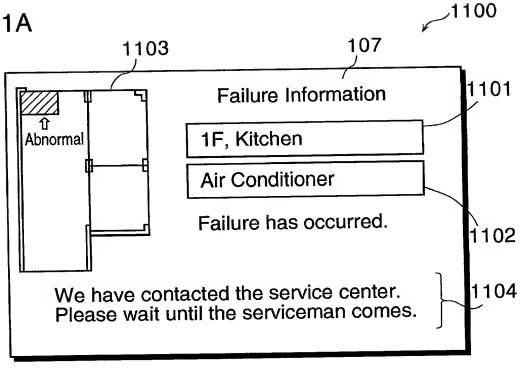

FIG. 11B